

# NEW EMPLOYER JOINS VITALITY

Employee

MH U/W Ops.

MH Systems Dept.

Complete employer application form including decision - compulsory, voluntary\* or disallow Vitality membership for employees

Complete member application form including:  
Opt in/out of Vitality.  
Existing H&RC membership no. and branch name.  
Existing RWFL membership no. and branch name.

Pass application forms to Momentum Health via intermediaries

Pass application form to employer

Load application forms. (System automatically checks employee opt in/out decision is in line with employer level decision)

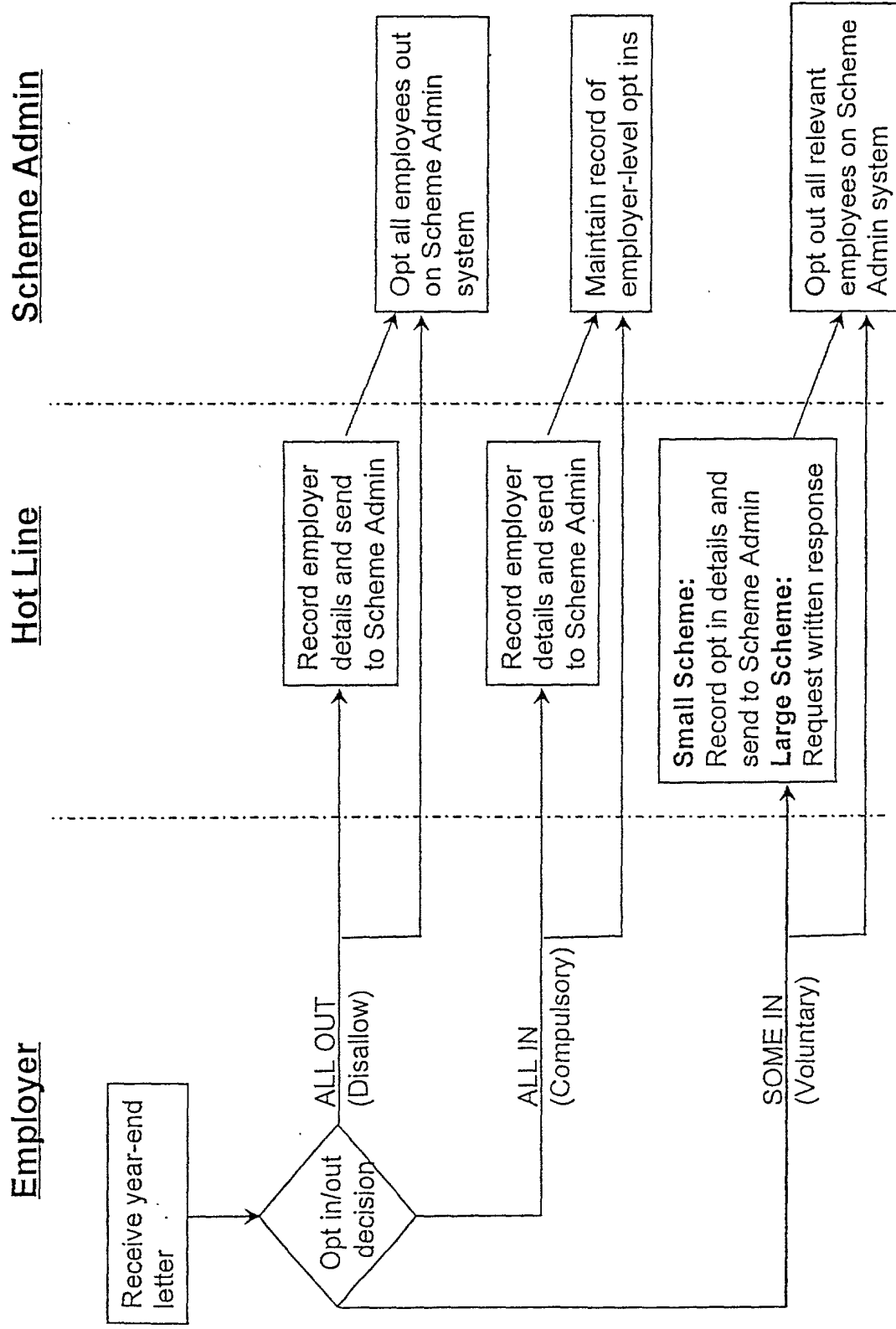
Underwrite and activate employer and employees

From January '98:  
Provide new membership list to Hot Line for H&RC and RWFL membership confirmation - weekly\*\*

\*Where employer decision is 'Voluntary' either the employer specifies which employees are opted in or the employer allows employees to specify via the member application forms.

\*\*Unless Hot Line has direct access to the Client Services query screens.

# EMPLOYER OPT OUT / OPT IN PROCESS



# CLAIM VITALITY POINTS FOR EXISTING HRC/RWFL MEMBERSHIP

Vitality Member

Hot Line

MH Systems Dept.

Call Vitality Hot Line to claim points for principal member's existing HRC/RWFL membership and to score points every time principal or dependant visits HRC or RWFL

Request and record the following:

- Member name
- Employer name
- Member Discovery Card no.
- Member date of birth
- HRC/RWFL membership no.
- HRC/RWFL start date
- HRC/RWFL branch name
- Dependants names (if on Discovery)
- Dependants HRC/RWFL membership nos.

Download Hot Line data onto Vitality points system monthly checking that people are Vitality members or dependants of Vitality members

Where principal member has existing HRC and/or RWFL membership add score Vitality points against principal member

Add member and dependants to list of people that HRC/RWFL must record visits for

Monthly check with HRC/RWFL that membership details are valid

# VITALITY MEMBER/DEPENDANT JOINS HEALTH & RACQUET CLUB

## Member/Dependant

## Health & Racquet Club

## Hot Line ( in Client Services)

Go to HRC with:  
•ID  
•Discovery Card  
•Joining fee

Sales:

Principal member or dependant?

Dependant  
(fee=X% discount)

Principal  
(fee=R150)

Sales:

Ask member/dependant if they have existing HRC membership with over 1 month left to pay off. If they do they cannot join under Vitality (call Hot Line on 0800 11 4024 if they have queries).

Sales:

Check and record employer name, name, ID no. and Discovery Card no. If renewing membership record current HRC membership no. Photocopy ID book and Discovery card. Complete contract and accept joining fee.

Debtors Controller:

Check contract complete and photocopy of ID and Discovery card is attached. Check that person does not have an existing contract with more than a month to expiration. Enter details of all Vitality members for that day onto Vitality/HRC form. Call Vitality Hot Line with details and arrange to fax form to them or to check membership details over the phone.

Debtors Controller:

Reject non Vitality members and refund fees. For genuine Vitality members pass Vitality/HRC form and other documents to Administrator.

Administrator:

Enter fee onto banking system and pass documents to MIC

MIC:

Enter information onto membership system (including Vitality reference no.) and set membership code to indicate Vitality or Vitality dependant

MIC:

Pass HRC membership numbers through to Vitality Hot Line by telephone

MIC:

Issue membership

559 4

Enter 'Reject' against the persons name on Vitality/HRC form and enter reason e.g. has left Discovery.

N

Are people listed Vitality members or a dependant of a Vitality member?

Y

Check that details on form are correct including date of birth. Reject if incorrect. Otherwise enter HRC details online.

Complete the Vitality form by hand or online including Vitality reference number and fax it back to HRC

Enter HRC membership numbers online and set HRC Membership Code to 1 (Vitality/HRC)

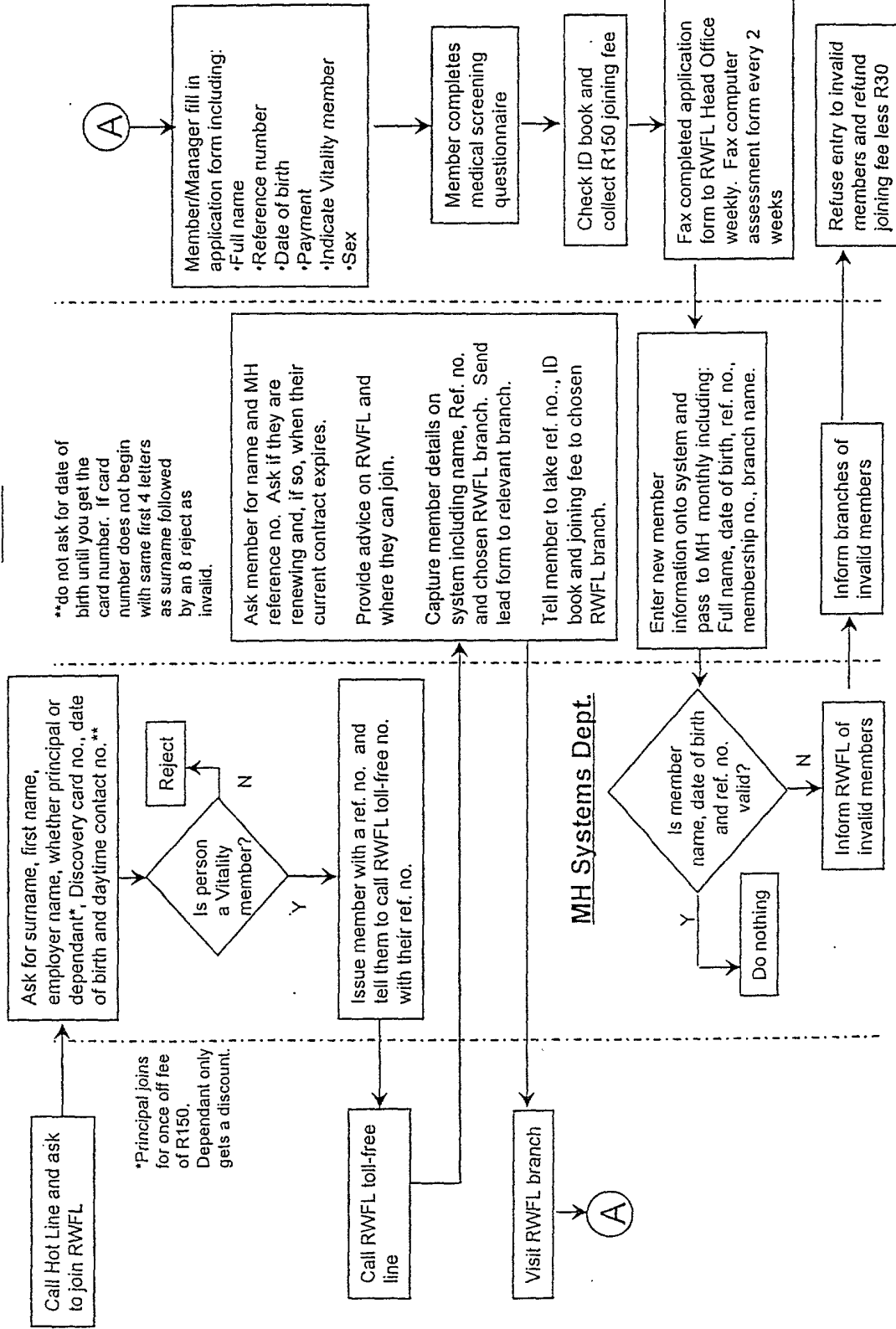
# VITALITY MEMBER JOINS RUN / WALK FOR LIFE

Member

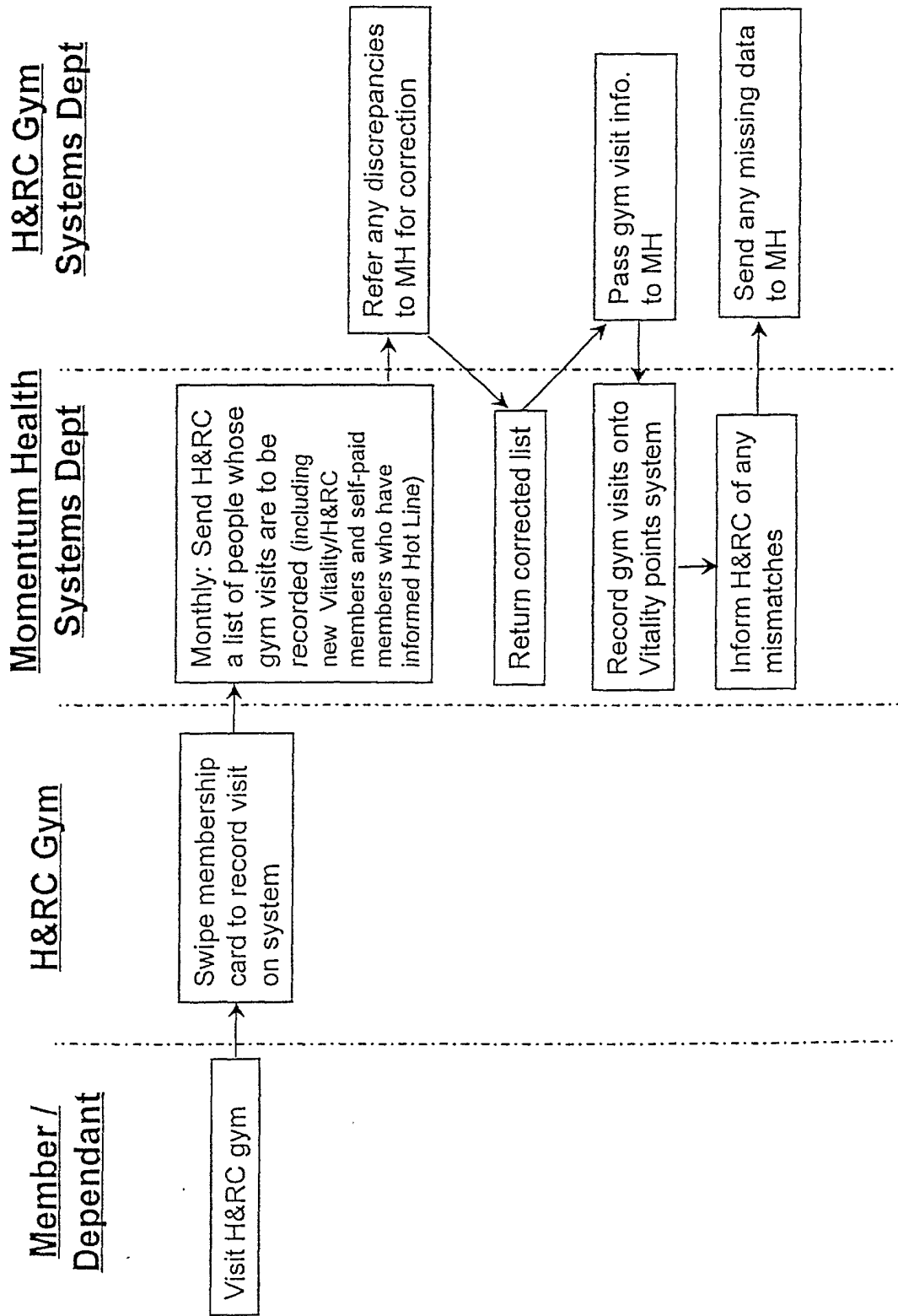
Hot Line

RWFL Head Office

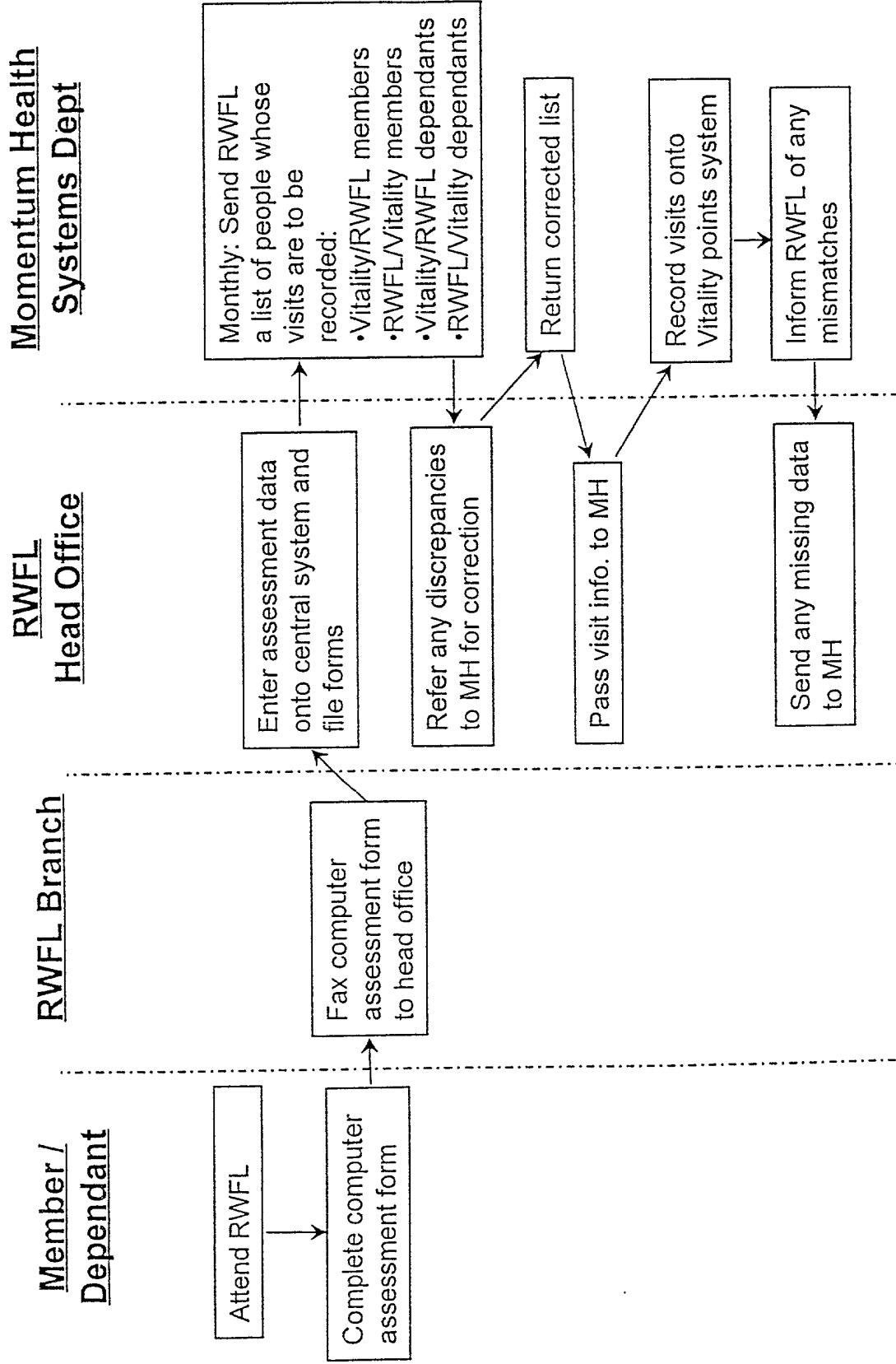
RWFL Branch



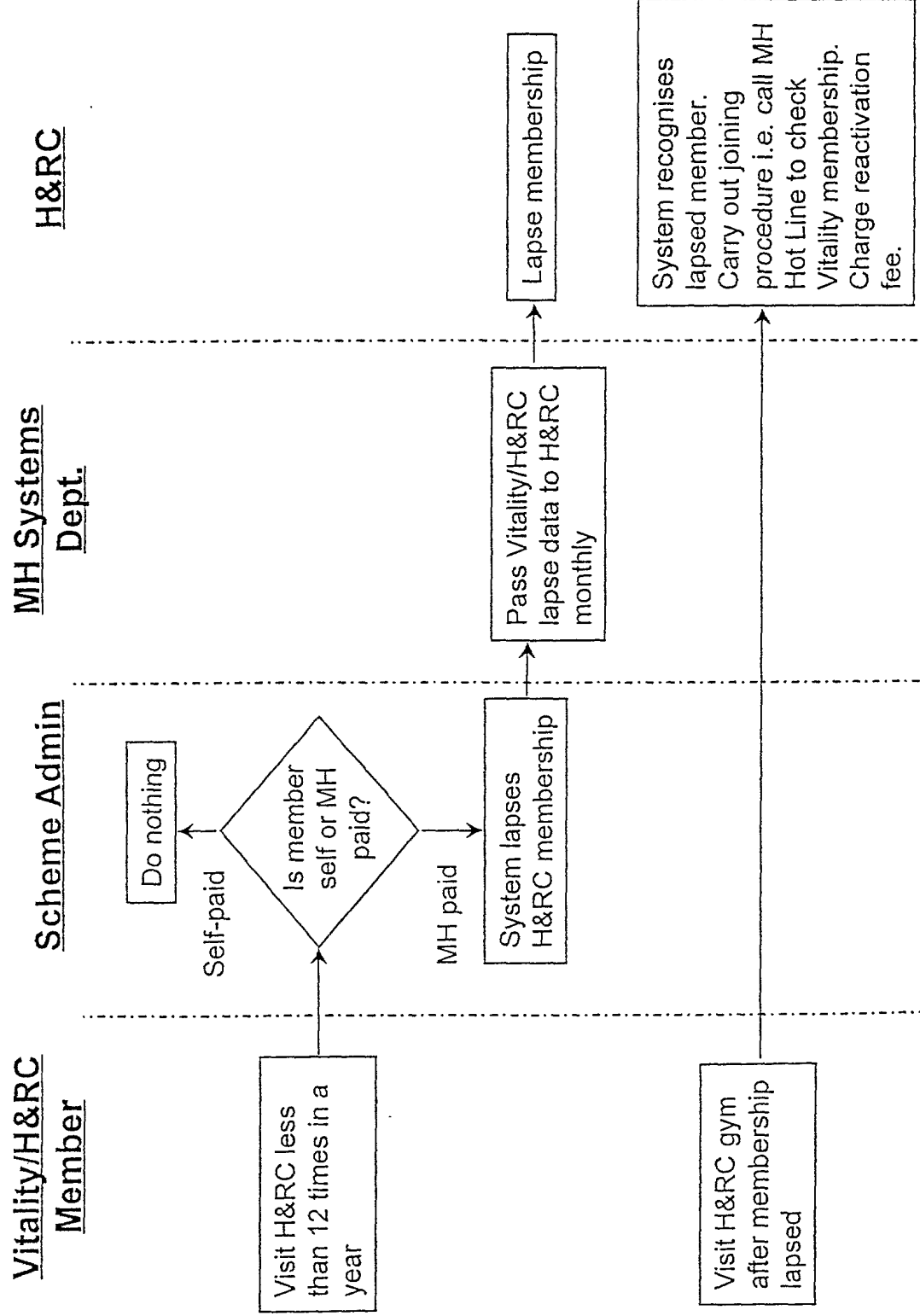
# MEMBER / DEPENDANT VISITS HEALTH & RACQUET CLUB



# MEMBER / DEPENDANT VISITS RUN / WALK FOR LIFE

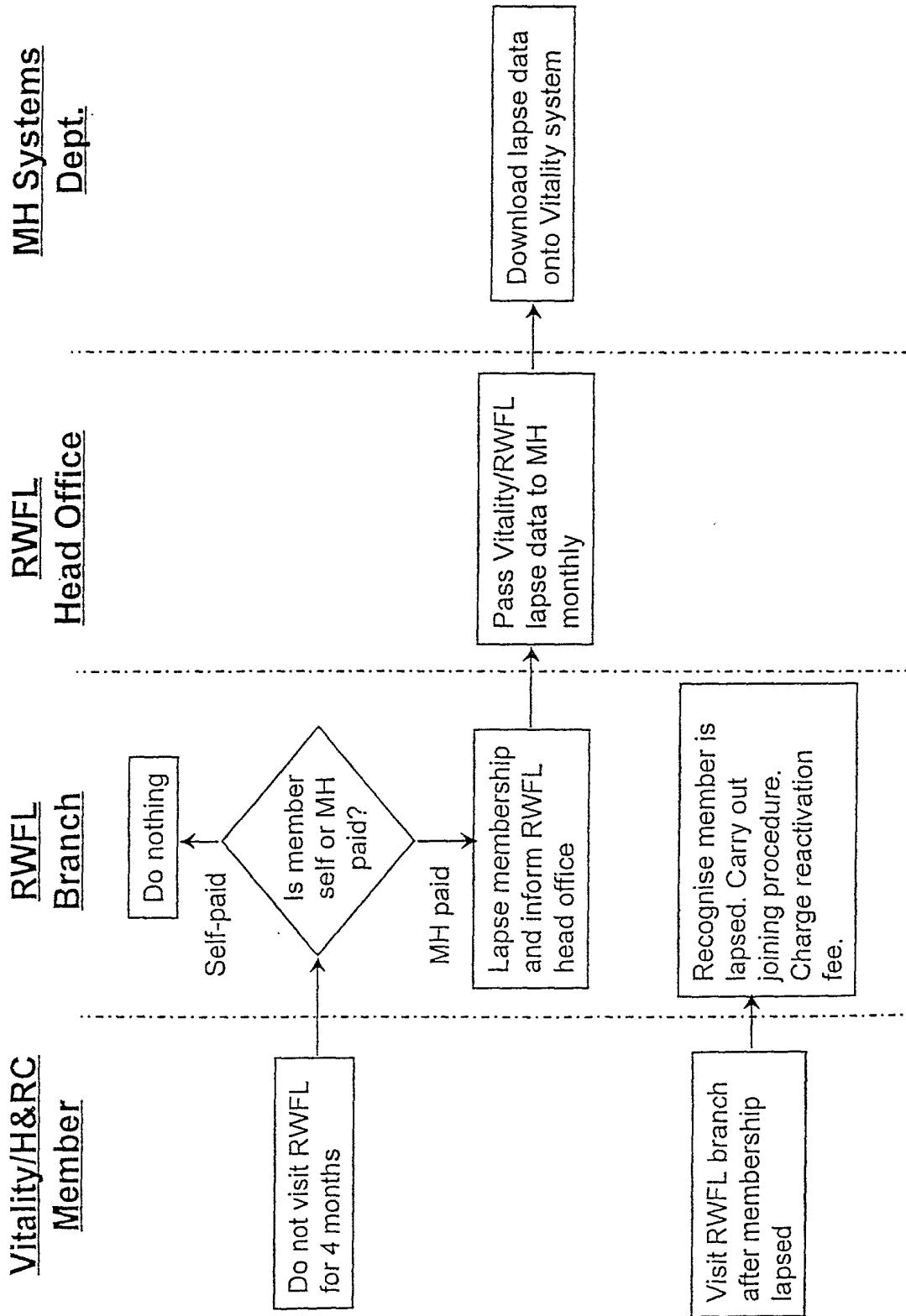


# LAPSE AND REACTIVATE H&RC MEMBERSHIP





# LAPSE AND REACTIVATE RWFL MEMBERSHIP



# SCORE VARIOUS VITALITY POINTS

## PRE-AUTHORISATION:

### Vitality Member

Pre-authorise in hospital  
treatment >2 days in  
advance

### Managed Care

Record pre-authorisation  
details: date of call & date  
of hospitalisation

### MH Systems Dept.

Download pre-authorisation  
data and allocate Vitality  
points - monthly

## CALL DEMAND MGT LINE:

### Vitality Member

Call Demand  
Management Line

### Demand Management Line

Record Discovery card no.,  
employer name, date of birth  
and date of call

### MH Systems Dept.

Download Demand  
Management data and  
allocate Vitality points -  
monthly

## UNDERGO TESTS:

### Vitality Member

Undergo mammogram  
or cholesterol screening  
or Hep. B vaccination.  
Submit claim.

### Claims Assessing

Assess claim

### MH Systems Dept.

Download claims data and  
allocate Vitality points -  
monthly

# EMPLOYER / EMPLOYEE LEAVES DISCOVERY OR VITALITY

Scheme Admin

Momentum Health Systems Department

Health & Racquet

Terminate Vitality membership for all relevant employees on Scheme Admin system

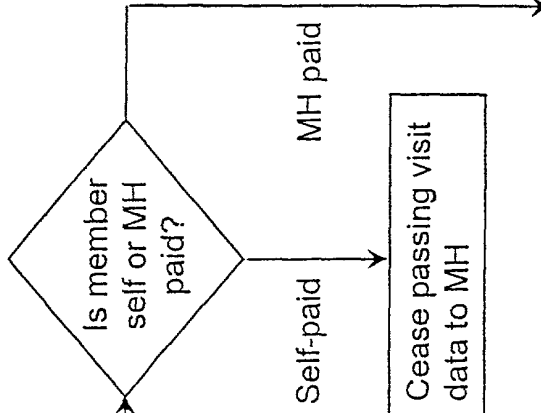
System automatically checks terminated Vitality members and their dependants for membership of HRC and/or RWFL

Monthly: Pass termination data to HRC and RWFL including:

- Vitality/HRC members
- HRC/Vitality members
- HRC/Vitality dependants

RWFL

- Vitality/RWFL members
- RWFL/Vitality members
- RWFL/Vitality dependants



Cease passing visit data to MH

Terminate membership, cease passing visit data to MH and begin renewal procedure

# FD-312-422868 PRINCIPAL MEMBER DIES

Principal Member/  
Employer

Principal member  
with dependants  
joins Vitality

Principal member  
accumulates points

Principal member  
dies

Employer informs  
MH of death

Scheme Admin

Record death on Scheme  
Admin system and manually  
allocate premium waiver  
including Vitality extension.  
Carry out continuation  
process.\*

Inform Finance of death  
and total of Vitality points.

Finance Dept.

Calculate and pay  
Death Benefit to  
next of kin

\*Next of kin will continue to build on  
points accumulated by deceased.  
However, points system will  
accumulate points used for death  
benefit separately so that points will  
not be double counted for death benefit  
when next of kin dies.